



# Getting Connected

Issue 6

## TRADES ADVISORY COUNCIL MEMBERS:

Richard Smith  
TN Fire Sprinkler

Rick Jones  
Mid TN Assoc of Bldrs & Contractors

Jack Steakley & Andy Ward  
Nashville Area Plumb & Mech Assoc.

Ralph Gregory  
Plumbing, Heating, Cooling Contr

Dan Barge, III  
TN Society of Professional Engineers  
Barge Cauthen & Associates

Ilke Hanloser  
Commercial Fire Protection  
IS Engineer & Utilities

Eba Hobbs  
Commercial Bldr/Dev  
R.C. Mathews

Lance Hornbuckle  
Commercial Plumbing  
Hornbuckle Plumbing

Rick Jones  
Commercial Contractor  
T.W. Frierson

Rick Blackburn  
Residential Bldr/Dev  
Regents Homes

Gail McQuiston  
Residential Plumbing  
Lamberth & Sons Plumbing Co

Jim McLean  
Residential Contractor  
McLean Builders

## FOURTH ANNUAL COMMUNITY MEETING

The 4th annual community meeting sponsored by MWS and the Trades Advisory Council is scheduled for October 31, 2007 at 10 a.m. in the 2nd floor Conference Room of the Customer Service Center located at 1700 Third Avenue North. The purpose of the meeting is to promote ongoing communication between MWS and customers of the engineering, development, contracting and plumbing communities. Please plan to attend. If you need additional information about the meeting, please contact Mary Ellen Jackson at 615-862-7230 or by email at [mary.jackson@nashville.gov](mailto:mary.jackson@nashville.gov).

2005



2006



**We're on the Web!**

[www.nashville.gov/water/tac](http://www.nashville.gov/water/tac)



## UPDATES

Carson Meter Box approved

Service Line Users Guide  
Available

Cut and Cap Users Guide  
Available

MWS Tapping Guidelines

- ⇒ All materials must be installed prior to crew arrival
- ⇒ MWS will cancel tap if site is not accessible and safe
- ⇒ No taps will be made if less than 25 degrees



## CHANGES IN FEE STRUCTURE

The following changes were implemented after July 1, 2007. For additional information, please visit our website at [www.nashville.gov/water](http://www.nashville.gov/water)

- \* Meter inspection: Cost recovery billing is charged for each meter inspection completed.
- \* Water and Sewer Capacity Fees: Fees remain the same at \$1,000 for water and \$2,000 for sewer per unit of flow. There are no longer land credits.
- \* Water and Sewer Tap Fees:

Tap Size	Water	Sewer
3/4"	\$430	
1"	\$610	
2"	\$780	
3"	\$1,300	
4"	\$1,730	\$860
6"	\$2,590	\$860
8"	\$3,460	\$2,590
10"	\$5,190	\$3,850
12"	\$6,200	\$6,050
15"		\$6,900

- \* Engineering Review Fees:

Type of Construction	Review Fee
Water of Sewer Pump Station	\$500
Pumping Station Specifications	\$150
Water Line 1-1000 ft	\$500
Water Line > 1000 ft	\$500 + \$0.05/ft
Sewer Line 1-1000 ft	\$500
Sewer line > 1000 ft	\$500 + \$0.50/ft
Water/Sewer Plans Modifications	20% of original charges
Miscellaneous Reports / Addendums	\$150 per submittal
Water/Sewer Availability Request	\$500

### DID YOU KNOW?

- ♦ Late payment charge is \$10 minimum or 5% of amount due
- ♦ Same Day Reconnection fee is \$50 and next day fee is \$25
- ♦ \$30 Returned Check Fee
- ♦ Two Hydrant Flow Test Fee is cost recovery billing average of \$101 per hour
- ♦ Illegal Connection Fee is \$100
- ♦ Trades Advisory Council meets the third Wednesday of each month at 10 a.m. in the 2nd Floor Conference room at Customer Service Center located at 1700 Third Avenue North. Please visit us.

## CUSTOMER SERVICE WEEK OCTOBER 1-5, 2007



*You are our customer!*

*Customer Service Week began in 1988 and was proclaimed a nationally recognized event by Congress in 1992. The event allows companies to raise awareness of the importance of customer service and let customers know about their commitment to customer satisfaction.*

## TAC Meets With American Backflow Institute (ABI)

On May 10, 2007 members of TAC met with ABI representatives. The purpose of the meeting was to gain a better understanding of the purpose of the Cross Connection Program as well as ABI's role in this process. It was mutually agreed upon the verbiage on the customer form regarding testing should be improved. MWS will also begin notifying ABI if a variance in location is approved.

Pictures taken at ABI  
meeting

